EXHIBIT 6

87

Swollen Lug Nuts on Ford Fusion

Problem Description and Possible Solution

The lug nuts on the Ford Fusion are known to swell to greater than their original size. When these lug nuts swell, the lug nut wrench will no longer fit, so they must be drilled or extracted.

The lug nuts swell when they have been tightened too tight. To prevent this condition, only tighten the lug nuts with a torque wrench. If changing a flat on the road, the lugs should be loosened and tightened to specification at the earliest opportunity.

Problem Data

RepairPal Verified
Average mileage: 67,162,610 (12,850–2,147,483,647)
12 model years affected: 2006, 2007, 2008, 2009, more

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2011 Ford Fusion 39,500 mi,
Visitor

Took my car in for an oil change. Quick Lane (owned by Ford) just called and said the lug nuts were swollen and of course they recommended replacing them... at a cost of $10 to $12 each for a cost of $200 to $240 to replacement. I have owned cars over 40+ years and have never even heard of this kind of 'issue'. If it's due to Ford buying the cheapest parts they can find - probably sourced from over seas - Ford should be paying the repair/replacement costs... not the consumer. This is ridiculous to have this kind of a problem with a car and I'll make sure I check on lug nut issues on the next car (not Ford) that I buy

(27) Report

2012 Ford Fusion 23,000 mi,
Visitor

Had a flat tire and found the tire iron in the truck wouldn't fit the lug nuts. Neither would my tire iron cross. After getting a tow truck, turns out the steel caps are covered by a tin or some other metal exterior and rust grows between the two making the exterior cap 'swell'. This according to the service technician at Ford. I'm scheduled to take the truck in to the dealer next week and have all the lug nuts replaced. Should be a recall...

(18) Report

2012 Ford Fusion 89,906 mi,
Visitor

Took car in for an oil change and tire rotation for service manager came out told me that all my lug nuts were swollen they couldn't get him off without ruining them charge me $133 have you ever heard of this problem I will not buy another Ford I will not take my car back to the dealership to be serviced

(14) Report

2012 Ford Fusion 59,395 mi,
Visitor

Took my 2012 Ford Fusion into the dealership for an oil change and tire rotation, was told the swollen lug nuts we causing corrosion and need replaced. Was given a $280 price tag. I have been a car owner for over 35 Years and have never, ever heard of this. I suspect a design flaw or cheap parts. I cannot believe Ford would endanger it's customers with a part that holds the wheels on the car!!!!

(14) Report

2013 Ford Fusion
Visitor

Went to quick lane for rotation of tire and oil change. Transmision leaking and corrosion lug nuts. I was told to take to dealership and should be under warranty. Tranmission was but not lug nuts. Paid big money for extended warranty. Ford Needs to take care of both these issues?

(6) Report

2013 Ford Fusion 39,000 mi,
Visitor

I thought Ford was trying to rip me off. Swollen lug nuts. In all the cars I've owned I've never had this ridiculous problem.

(6) Report

2011 Ford Fusion 55,000 mi,
Visitor

swollen lug nuts on my ford fusion, just like others listed here; about $200 to replace, should be a recall...

(5) Report

2013 Ford Fusion 54,000 mi,
Visitor

I went in to get new tires installed and was told that all of my lug nuts needed to be replaced because there was corrosion between the two parts of the lug nuts. I was also told that I needed to replace the lug nuts before they would rotate my tires. This was at Costco. When I had an oil change at Ford, they said nothing about this problem. And the lug nuts are $11 each. Ridiculous!

(5) Report

2013 Ford Fusion
Visitor

Took my 2013 Fusion to Dealer for an Oil Change. Service asked if I would like the tires rotated and I said yes. Got a call telling me all my lug nuts had "swollen" and it would cost $148.00 to fix. They said they could not put them back on so I could not drive off and compare other sources for the parts. Further, when I asked if there was a newer replacement part they said no they had not fixed the faulty part. I complained that it was unreasonable for Ford to expect me to buy parts that would fail again. Very frustrating.

(4) Report

2012 Ford Fusion 44,350 mi,
Visitor

took my car for oil change/tire rotation. told that the lug nuts were swollen and would need to be replaced as they were not able to take them off without damaging them. Had lug nuts replaced with a better lug nut that doesn't have the aluminum cover. $75
Not a great impression of the parts on a car I've only owned 5 months!

(4) Report

2011 Ford Fusion
Visitor

I also just took my car in for oil change and tire rotation. Just got a call that all of my lug nuts (20) are swollen and need to be replaced at $12 each. That's $240 to replace a defective part? After checking, this seems to be another common problem only to the Fusions.

(4) Report

2012 Ford Fusion 56,447 mi,
Visitor

Was told 7 of my lug nuts were swollen and my choices are to pay to replace or they are unable to rotate tires on my car. Not covered in the premium maintenance package i purchased of course. Seems like this is the issue about every other service appointment.

(4) Report

2013 Ford Fusion 94,000 mi,
Visitor

Went to have tires replaced after buying car from dealership,(they said they rotated before I bought) I have only owned a week. Tire place told me all 20 are bad. Called dealer they said NEVER heard of this problem . I thought I was being had, so I bought tires from dealer. Waiting on car they inform me all 20 are bad! And need to be replaced! Are you kidding me? NOW IM STUCK COVERING THIS COST! They are now saying they never touched the tires... first ford in 22 years and will be my LAST.

(3) Report

2012 Ford Fusion 48,000 mi,
Visitor

Took the car in for an oil change/tire rotation and was told that the lug nuts needed to be replaced as they were swollen and damaged. The only people that ever changed the tires were Ford dealerships and I told them I thought this was unfair since I'm not the one that damaged them, however they repaired them and I had to pay the bill as they said they were not covered under my bumper to bumper extended warranty.

(3) Report

2011 Ford Fusion 75,000 mi,
ford2011

I was told that all of my lug nuts were swollen and that they did not have a wrench to fit them to get them off, so they could rotate and balance the tires. They said it was due to a poor design and they had just gotten swollen and could break off at any moment. They had to break them off to put the new ones on because they were stripped and no wrench could fit them. $250 later-because they could only find lug nuts directly from ford that would work.

(2) Report

2012 Ford Fusion 58,000 mi,
Visitor

Swollen lug nuts,
Common for chrome to do this, $49.99 to replace all 20. Had it replaced at Delta Sonic in Buffalo, NY. They even gave me a free car wash.

Sucks to have to do it, but glad I dont have to play the 200 everyone else was shelling out.

Thank Report

2011 Ford Fusion
Visitor

Round 2 replacing the lug nuts, meaning, this is my THIRD set of lug nuts. I replaced all of the lug nuts 30k miles ago, and foresee having this issue AGAIN in the future. Not sure how this is not a responsibility of Ford. There is clearly a recall, and they need to produce new lug nuts, for the given years of the Fusion which are experiencing this issue. Unfortunately, no matter what you do, you will end up having to replace them. If you try to use other lug nuts (that aren't made like crap) they will not work as it does not keep the hub cap on. Meaning, you HAVE to use the lug nuts, from Ford, that will swell again.

Thank Report

2014 Ford Fusion 36,897 mi,
Visitor

Warning light on the dash showed low tire pressure. I pulled over and found the driver's side rear tire nearly on a flat. I removed the tire and Jack assembly from the trunk to change it out. When I tried to loosen the lugs nuts, the tool would not fit!! I called Ford roadside assistance 3 hours ago and I'm still waiting!!!

Thank Report

2011 Ford Fusion 55,000 mi,
Visitor

Between my parents, my brother and I we have owned in excess of 50 cars- I have had General Motors vehicles that I have kept to 250,000 miles. I have never encountered swollen lug nuts until I owned this 2011 Ford Fusion. The Service Manager told me it was a "design defect". 20 lug nuts = $196.00. Labor to replace = $238.95. Total cost = $434.95. Was I ripped off? You tell me what you think?

Thank Report

2013 Ford Fusion
Visitor

I went to pull my wheel off after getting a flat. The Ford provided lug wrench/jack combo tool would not fit the lug nuts. I was lucky that the tire would hold air long enough to get to the dealership since I purchased the hazard warranty on the wheels. The dealer said the lugs had swollen. They replaced the five lugs on the repaired tire at that time. The remaining lugs are on back order. Later that evening, I tried the Ford lug wrench on the NEW lugs. It did not fit! Ford will get the bill if I have a flat out on the road and have to call a tow truck.

Thank Report

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Problems › Ford › Fusion › Swollen Lug Nuts

87 Swollen Lug Nuts on Ford Fusion

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The lug nuts swell when they have been tightened too tight. To prevent this condition, only tighten the lug nuts with a torque wrench. If changing a flat on the road, the lugs should be loosened and tightened to specification at the earliest opportunity.

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12 model years affected: 2006, 2007, 2008, 2009, more

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2012 Ford Fusion 62,400 mi,
Visitor

Went in for oil change, told my lug nuts would need to replaced. He said there was a kit that would replace all of them for $30. I wish it was easier to know whose trying to rip you off or protect you.

Thank Report

2014 Ford Fusion 12,850 mi,
Visitor

I went for an oil change and got the works package and they said I'd need new lug nuts because mine are swollen.
Not cool for a BRAND NEW CAR

Thank Report

2014 Ford Fusion 37,000 mi,
Visitor

Took my Ford Fusion Hybrid in to get new tires and was told they couldn't get the lugs nuts off due to them being swollen. I've never had this problem before and actually have never heard of this. I thought the tire place was just trying to get more money out of me.

Thank Report

2012 Ford Fusion 50,000 mi,
Visitor

Lug nuts swollen and had to be replaced. Have owned many cars and have never heard of such a thing. The dealer tells me it is common.

Thank Report

2013 Ford Fusion
Visitor

Not fixed!

Thank Report

2015 Ford Fusion
Visitor

Went in for an oil change and tire rotation

Thank Report

2012 Ford Fusion 45,000 mi,
Visitor

Got a flat tire and the Ford gear to change the flat wouldn't fit the lug nuts. Managed to almost strip/get one lug nut off, brought it to Auto Zone, and the guy tells me he's seen this before. Happens to have a 19.5" socket that fit the one I got off perfectly. Buy it thinking problem solved. Come home to barely get off 2 more and the remaining 2 won't fit. Seriously ticked at Ford right now. Never experienced this. Will remember this in the future when buying a car about the importance of standard sized lug nuts!

Thank Report

2012 Ford Fusion 55,000 mi,
Visitor

I took my car in for an oil change and was told that lugs were swollen and the tires could not be rotated and therefore the brakes could not be checked. If this has been a problem since 2006, don't you think Ford would have found a fix for it by now.

Thank Report

2012 Ford Fusion 59,990 mi,
Visitor

Took our car to have the tires rotated and was told the lug nuts were swollen and would need to be destroyed to remove them. Of course, then they would need to be replaced at a cost of almost $200. After looking on the internet, I discovered that this is true. It seemed so ridiculous that I thought it was a scam. If these lug nuts are that poorly constructed and defective, Ford should replace them at no charge to the customer. We were a 100% Ford family but I will never buy another one. In my opinion, this is a manufacturing defect and should be covered by Ford not by me.

Thank Report

2014 Ford Fusion 35,428 mi,
Visitor

Just went in for oil change and tire rotation . Service mgr said they will rotate my tires too. Thought it was kind of Ford to do this. Is this just so they can check the lugs without letting me know they are to inspect wheels for this problem. After car was done, service mgr told me to keep an eye on my lug nuts. He said the lugs have a sleave that is wearing out and I will have to replace it . I have never heard of a sleave on lug nuts.needing to be replaced. Car is a 2014 Ford Fusion SE Ecoboost . with 35428 miles. Looking at Work order and it says I declined repair on lugs. .Who needs to replace lugnuts at 35000 miles or even at 100,000 miles or at all??.

Thank Report

2013 Ford Fusion
Visitor

Nut caps stuck in the socket or socket wouldn't go on all the way. Had to pound it on and hammer it out of the socket on five of the twenty. They had been tightened at a discount tire shop

Thank Report

2012 Ford Fusion
Visitor

The lug nuts are swelling and separating. Because they are two part chrome covered. For this car, the lugnuts are custom. If they are placed by standard lug nuts, then the wheel cover cannot stay on. The two part chrome lug nut is not carried as a stock item in a dealership. Tires cannot be removed by standard lug wrench, because the lugnut is not a standard size. The lug nut must be cut off. Therefore if a tire becomes flat on the road, it must be towed into a dealership and not fixed at any other place. I was told that it could take over a week to get a lug nut in with a greatly increased price of over $20 instead of a standard lug nut cost of $4. Received the following from the dealership Gary Crossley: Dear Thomas,
During your recent visit, we recommended the following important service(s):†
• Tires require immediate replacement.
At Quick Lane at Gary Crossley Ford, our factory-trained technicians can provide this service while you wait. And there's no appointment necessary — simply excellent service at your convenience.

Stop in today!
Sincerely,
Your Quick Lane Service Team

Thank Report

2012 Ford Fusion
Visitor

third time I had to pay to replace them, isn't thier a recall???!

Thank Report

2010 Ford Fusion 120,000 mi,
Visitor

Swelled lug nuts. Has not been fixed.

Thank Report

2014 Ford Fusion
Visitor

Was told by Ford rear brake pads needs replacing, something I usually do on my own. While trying to remove rear wheels, 3/4 socket would not fit lugs, neither would the tire iron in trunk! Ford said nothing about the lug nuts, yet only 1 in 5 would fit any of the sockets I own. Am ordering a new set of steel lugs and having them replaced!!! There should be recall for this issue, if I were to get a flat on the road, would not even be able to change the tire!!!!!!

Thank Report

2012 Ford Fusion 90,100 mi,
Visitor

swollen lug nuts. Went to replace brake pads and couldn't even get socket on lug bolt. Tried a cross bar and no luck. Nothing would fit correctly. Asked a few local garages and auto store and they all said this is common and they need to be forced off with a special lug nut removal tool.Local Ford dealer wanted to charge at least $50.00 just to remove and said could be more if they have to be cut off or drilled out. Local garages said 5-8 bucks per lug nut removal. Really poor craftsmanship by Ford. Should be using steel lug nut instead of cheaper lug nut. Just another cost for the owner that shouldn't be.

Thank Report

2013 Ford Fusion 50,000 mi,
Visitor

I take my car only to the Ford dealership for repairs and at 50,000 miles they said my lug nuts were swollen and I needed to replace them at $8/each. Since I researched what causes swollen lug nuts, I told the mechanic that this problem was created because of how they perform their service. I'm still going to have to pay but not they know I'm watching them.

Thank Report

2010 Ford Fusion 2,147,483,647 mi,
Visitor

Lug nuts swollen, I replaced them, at 80,000 now they say they are swollen again and want me to pay again at 155,000.

Thank Report

2014 Ford Fusion 15,000 mi,
Visitor

Can get flat off wheel frozen

Thank Report

2013 Ford Fusion 69,625 mi,
Visitor

Dealer said lug nuts were swollen

Thank Report

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Problems › Ford › Fusion › Swollen Lug Nuts

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2012 Ford Fusion
Visitor

Swollen lug nuts. Had to change.

Thank   Report

2013 Ford Fusion 80,000 mi,
Visitor

Swollen lug nuts

Thank Report

2010 Ford Fusion 60,000 mi,
Visitor

Went have new tires put on car and was told lug nuts had swollen and that could not get them off without breaking them. After all said and done $200 later i got car back with new tires and lugs.

Thank Report

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